Case Management System (CMS)

CMS

Promotes accountability and best management practices

Transparent and allows for trend analysis

Golden Rule: “If there is no documentation in CMS – it never happened.”

Things to Consider

Officer Screens

For all promotions, schools, special duties, etc.

IG, JAM, EO, EEO

FOIA/PA Requests

Only applicable material

Professional documents

Overall Trends - Positive

Overall – much better products

Case summaries are concise and knowledgeable

All relevant documents are uploaded

More initiative

Overall Trends – Getting Better

Properly framed allegations

Insufficient case notes

Naming conventions & redundant documents

Communication once actions complete

CIG actual closing out cases

CMS

QUESTIONS?

CMS Access

1) Request HQI Account here:

https://ehqmcsupport.usmc.mil/sites/mcwar/default.aspx

2) Within 24-48 hours, confirmation email will

be sent that account is created

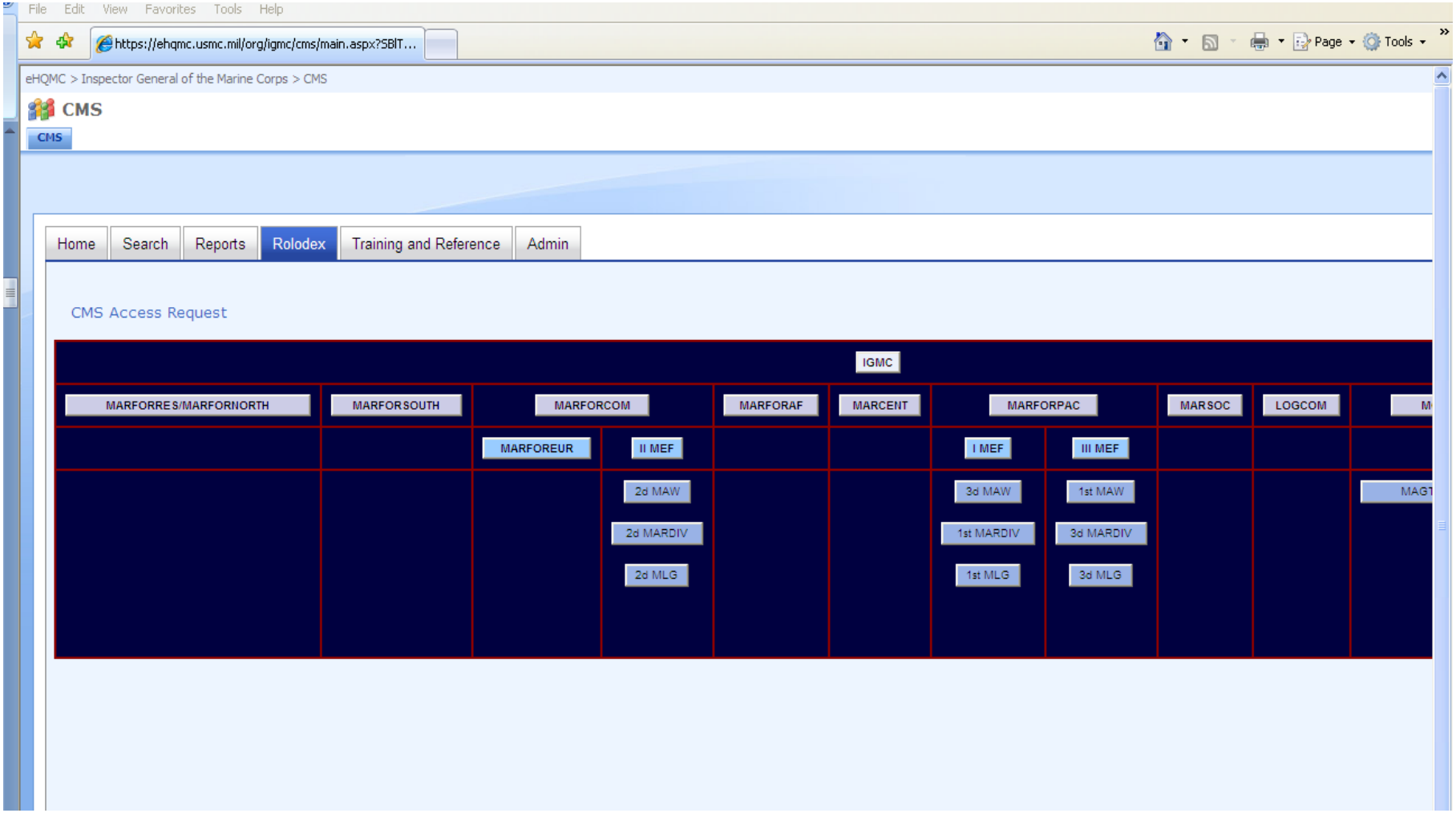
3) Send email to IGMC Organizational

Mailbox with the following items

-HQI account confirmation email

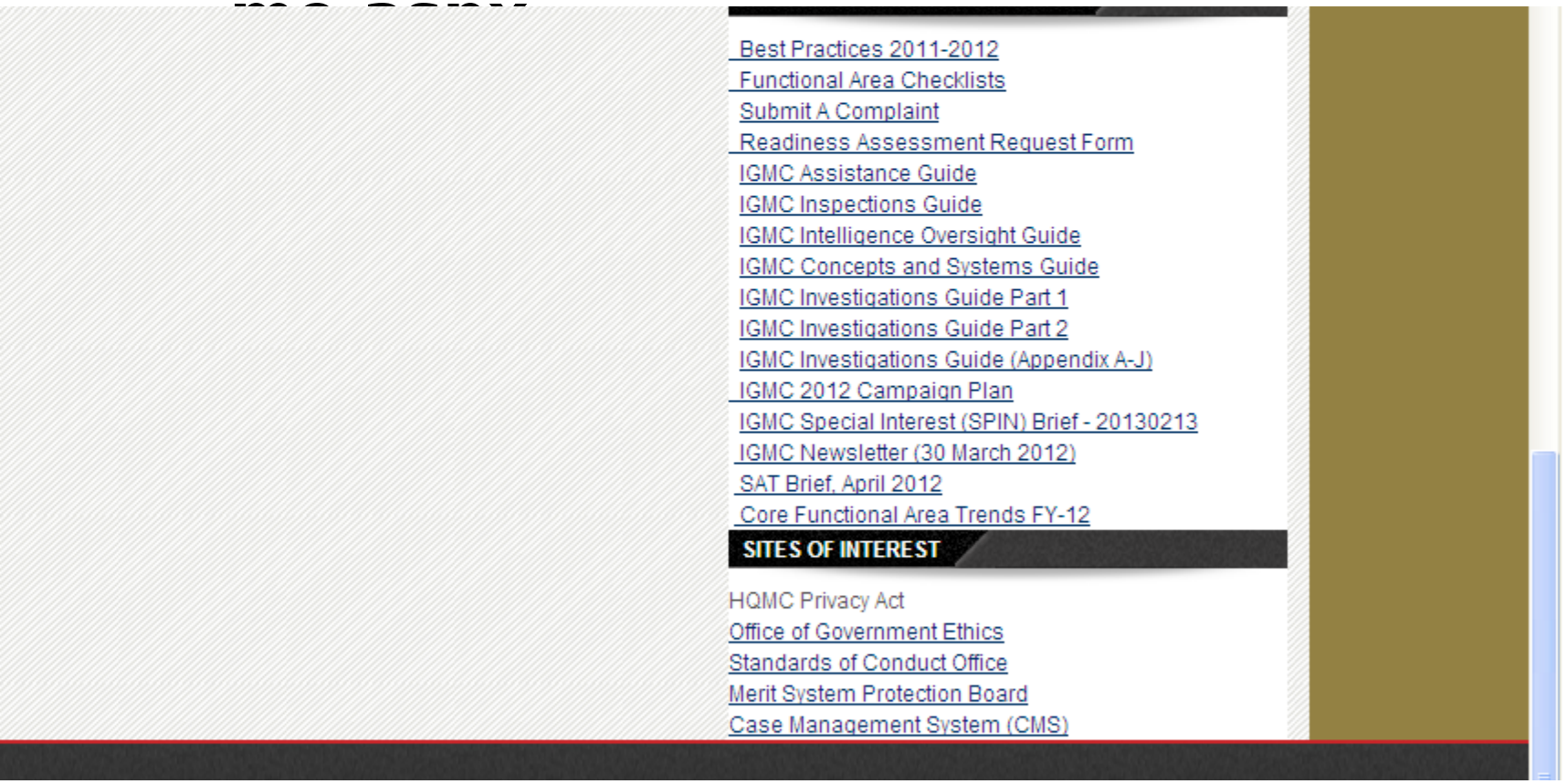
-CMS Access Request Form

CMS

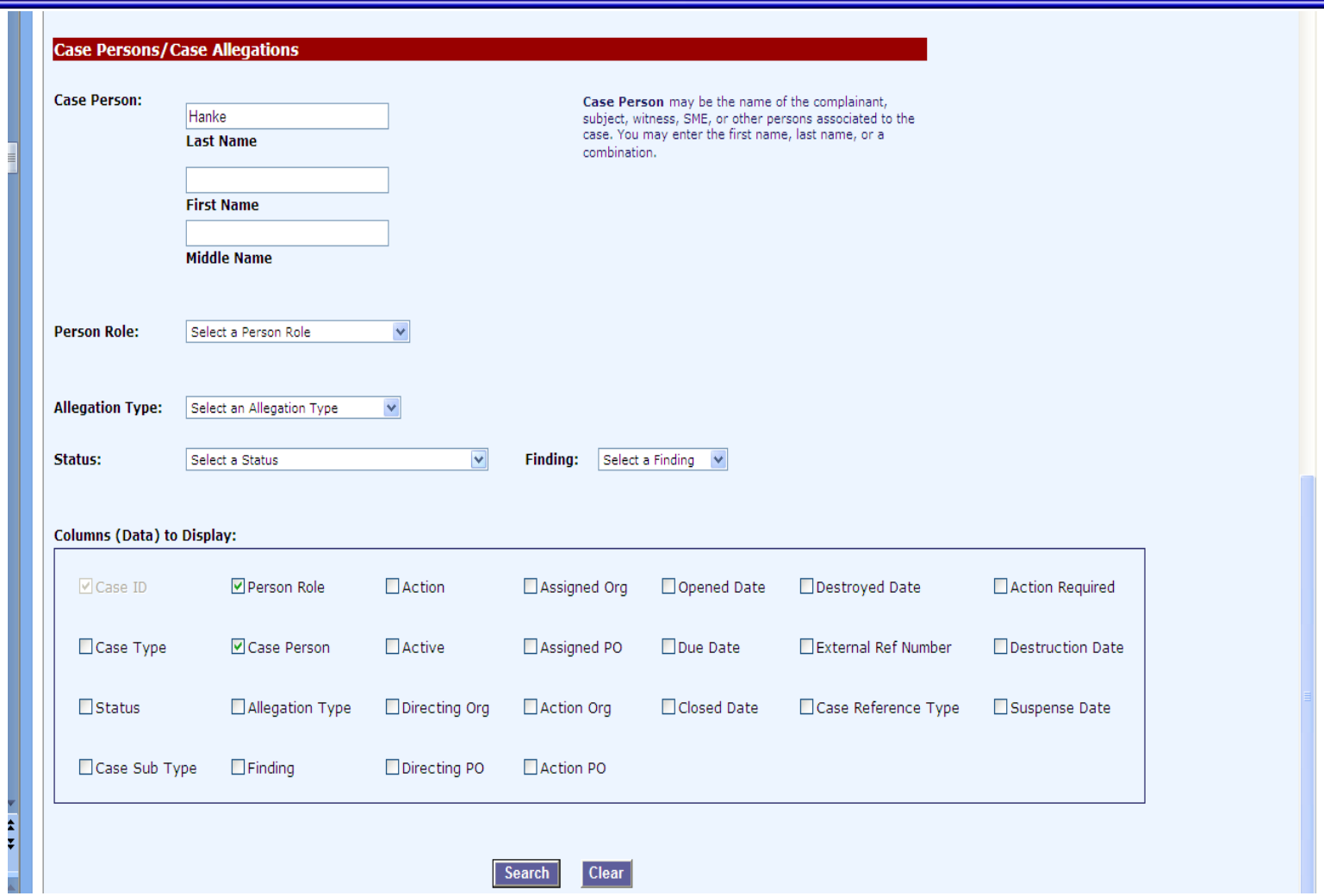

File Edit View Favorites Tools Help
https://ehqmc.usmc.mil/org/igmc/cms/main.aspx?SBIT...
Page Tools
eHQMC > Inspector General of the Marine Corps > CMS
CMS
CMS
Home
Search
Reports
Rolodex
Training and Reference
Admin
CMS Access Request
IGMC
MARFORRES/MARFORNORTH
MARFORSOUTH
MARFORCOM
MARFORAF
MARCENT
MARFORPAC
MARSOC
LOGCOM
MARFOREUR
II MEF
I MEF
III MEF
2d MAW
3d MAW
1st MAW
2d MARDIV
1st MARDIV
3d MARDIV
2d MLG
1st MLG
3d MLG

CMS Link

http://www.hqmc.marines.mil/igmc/UnitHo


Best Practices 2011-2012
Functional Area Checklists
Submit A Complaint
Readiness Assessment Request Form
IGMC Assistance Guide
IGMC Inspections Guide
IGMC Intelligence Oversight Guide
IGMC Concepts and Systems Guide
IGMC Investigations Guide Part 1
IGMC Investigations Guide Part 2
IGMC Investigations Guide (Appendix A-J)
IGMC 2012 Campaign Plan
IGMC Special Interest (SPIN) Brief - 20130213
IGMC Newsletter (30 March 2012)
SAT Brief, April 2012
Core Functional Area Trends FY-12
SITES OF INTEREST
HQMC Privacy Act
Office of Government Ethics
Standards of Conduct Office
Merit System Protection Board
Case Management System (CMS)

CMS Search


Case Persons/Case Allegations
Case Person:
Hanke
Last Name
First Name
Middle Name
Case Person may be the name of the complainant, subject, witness, SME, or other persons associated to the case. You may enter the first name, last name, or a combination.
Person Role:
Select a Person Role
Allegation Type:
Select an Allegation Type
Status:
Select a Status
Finding:
Select a Finding
Columns (Data) to Display:
Case ID
Person Role
Action
Assigned Org
Opened Date
Destroyed Date
Action Required
Case Type
Case Person
Active
Assigned PO
Due Date
External Ref Number
Destruction Date
Status
Allegation Type
Directing Org
Action Org
Closed Date
Case Reference Type
Suspense Date
Case Sub Type
Finding
Directing PO
Action PO
Search
Clear

CMS Agencies Page

Agencies | Case Info | Details | File Attachments | Case Summary/Close

Required Fields are marked with a red asterisk [*].

Agencies

Title *

HANKE/PLEAD

NOTE: Name of Complainant (or Subject, if an Investigation) / Brief description of case. EX: JOHNSON/Non-Support Issues

Directing Agency *	**Primary Action Officer** *	**Secondary Action Officer** *
IGMC	Hanke, Annette	Sellers, Sonya A
Assigned Agency *	**Primary Action Officer** *	**Secondary Action Officer** *
IGMC	Hanke, Annette	Sellers, Sonya A
Action Agency *	**Primary Action Officer** *	**Secondary Action Officer** *
IGMC	Hanke, Annette	Sellers, Sonya A

NOTE: To refer/transfer an open case to a CIG not in your chain of command, contact IGMC

Click the **Save** button to save your information and stay on the same page, click the **Save and Continue** button to save your information and advance to the next page, or click the **Cancel** button to cancel any changes and re-direct to the Home page.

Save | Save and Continue | Cancel

CMS Case Info Page

Case Information

☑ **Active**

WARNING: Only uncheck this box once case is completely closed and all action is complete. IGMC will uncheck for all IGMC/IGMC Directed cases, CIGs will uncheck for only those internal CIG cases. You cannot uncheck the Active box until a Case Closed Date has been entered.

Open Date * 08 Jan 13

Due Date * 08 Feb 13

Closed Date

Case Type * Assistance

Case Sub Type Fraud, Waste, Abuse or Mismanagement

- Select a Case Sub Type
- CONGRINT
- Dependent/Quality of Life
- FOIA/PA
- Fraud, Waste, Abuse or Mismanagement
- Improper Mental Health Referral
- Military Reprisal
- Misconduct
- Non-IG Related Cases
- Request Mast
- Sexual Orientation

Status * Analysis

Case Action * IGMC Investigation/Inquiry/Review

Source of Complaint * DoDIG

Destroyed Date

Case Closure Information

SOPI/SOI N/A

MCATS Tasker ○ Yes ◉ No

Anonymous Complainant ○ Yes ◉ No

Case References

Add Case Reference

NOTE: Add all Case Numbers that have either the same complainant or the same subject as the current case. If you suspect another CIG not in your chain has a case with the same subject or complainant, contact th contact IGMC.

Actions	Case Ref Type	CMS Reference Number	External Reference Number	Suspense Date	External Action Required	Description
Edit Delete	DoDIG		127826	4-03-2013	Action Referral	

CMS Details

Agencies | Case Info | Details | File Attachments | Case Summary/Close

Dates | Summary/Persons/Allegations

Required Fields are marked with a red asterisk [*].

Dates

Initial Complaint *
15 Oct 12
Date Complaint was originally received by any entity of the Federal Government.

Complaint Received *
03 Jan 13
Date Complaint was originally received by CIG or IGMC.

Tasked/Referred
Date Complaint was tasked or referred to CIG/IGMC/Sub Command.

Investigation/Inquiry Commence
Date Action Officer began Invest/Inquiry.

Investigation/Inquiry Completion
Date Action Officer completed Invest/Inquiry.

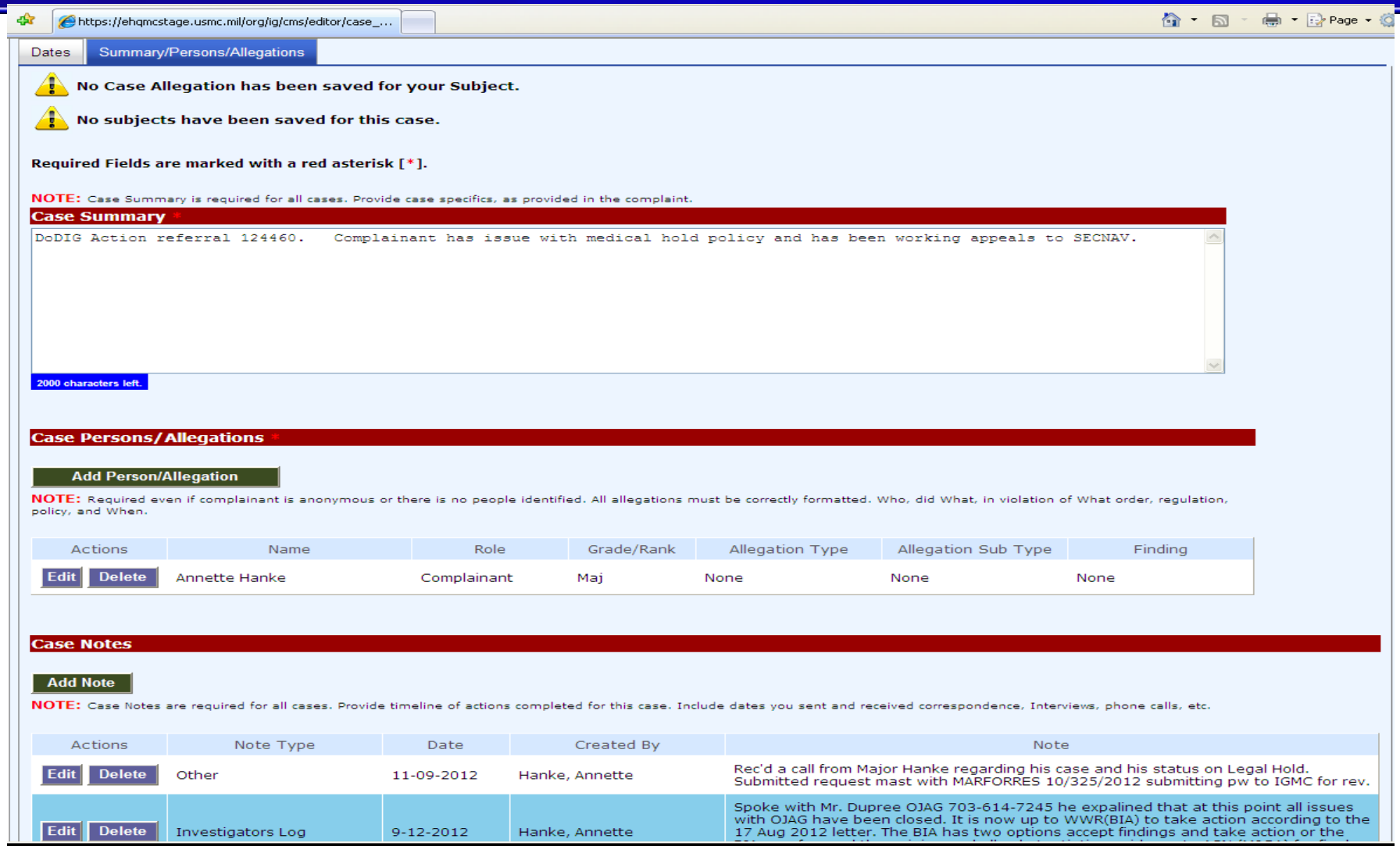
Action Agency Action Complete
Date ALL case action complete.

Sent to Legal Review
Date Report sent to Legal Review.

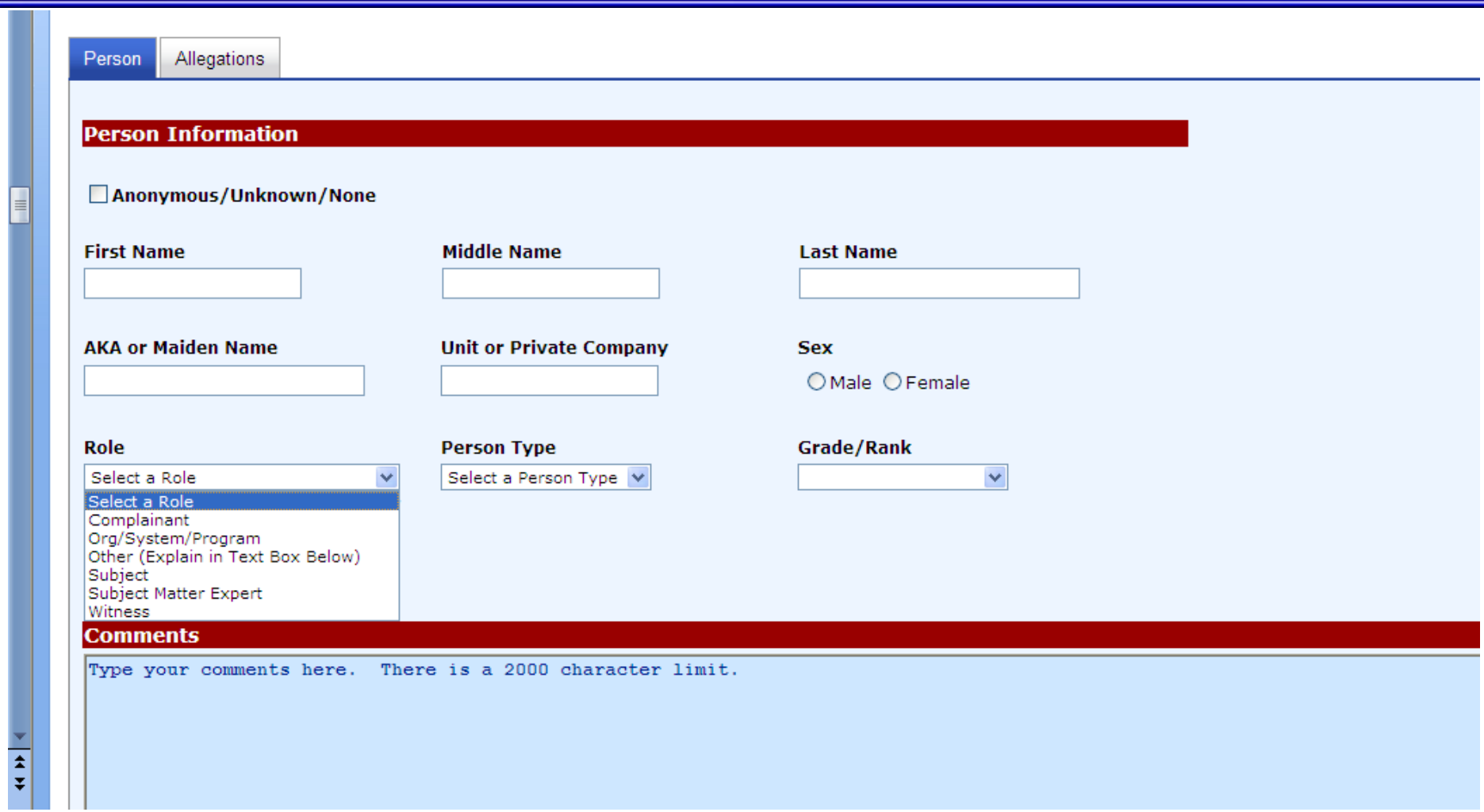
Sent to Directing Agency
Date completed Report sent to Directing Agency.

Directing Agency Approval/ Notifications Sent
Date Directing Agency approved report and notifications (complainant closure letter, DoD Closure letter, etc.) sent to all required parties.

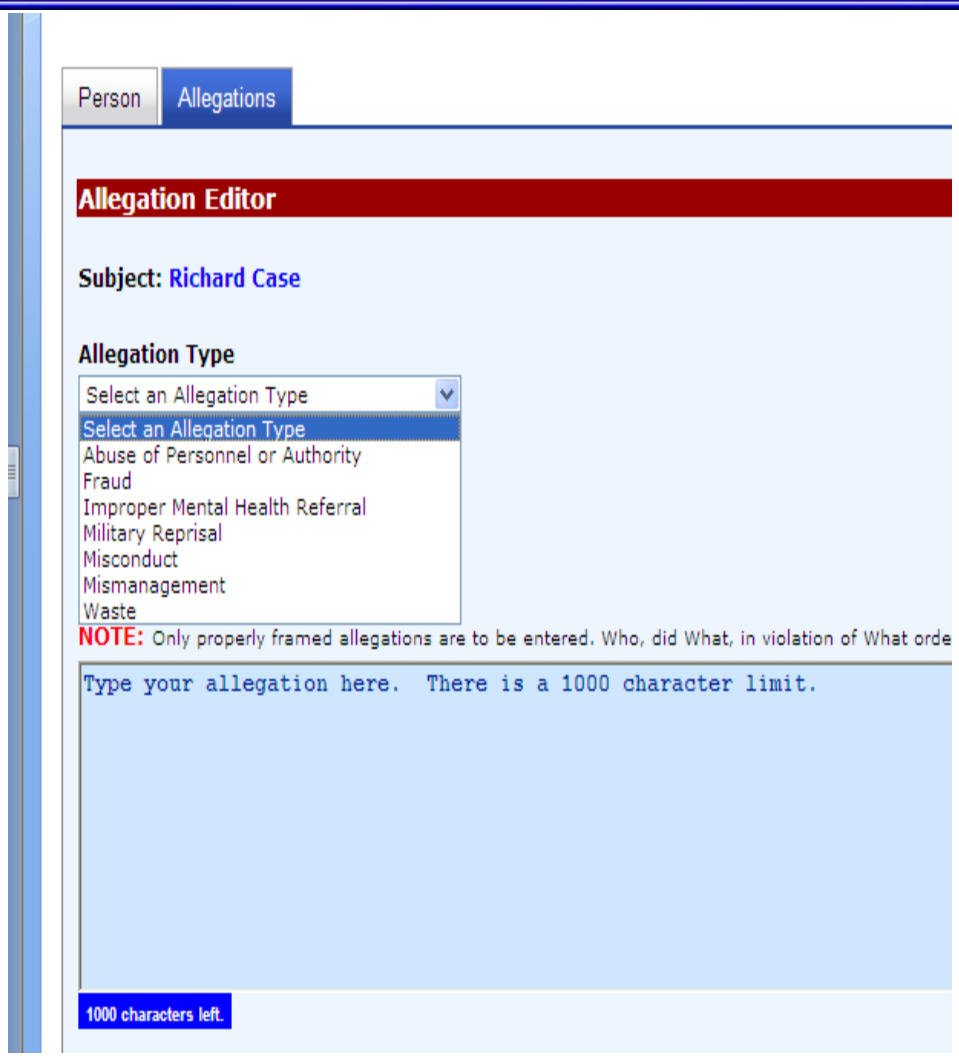
CMS Summary/Persons/Allegations

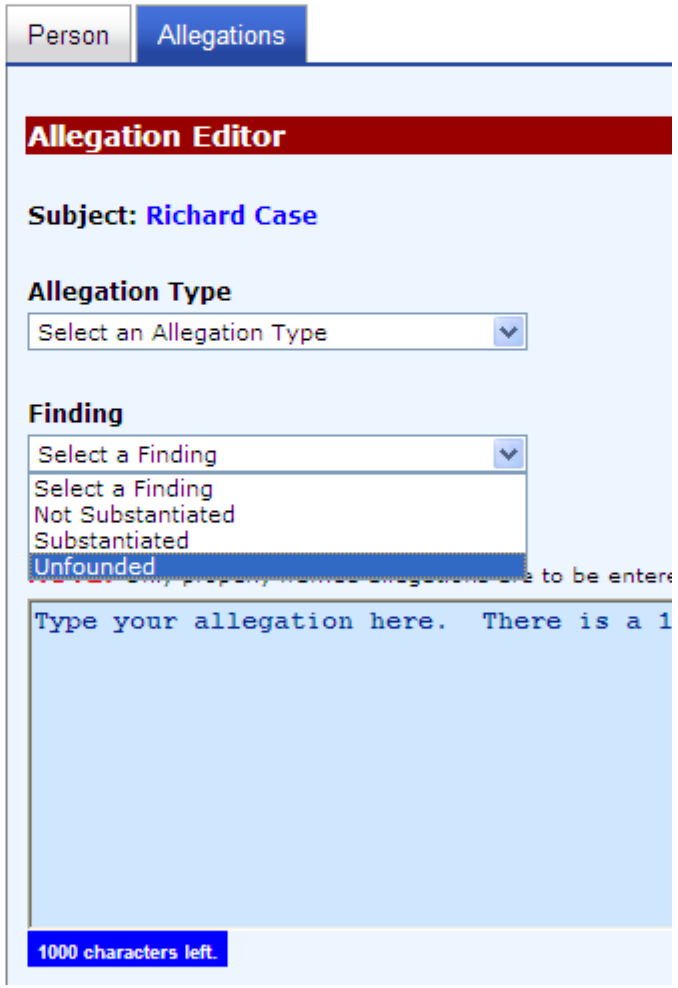

https://ehqmcstage.usmc.mil/org/ig/cms/editor/case_...
Page
Dates
Summary/Persons/Allegations
No Case Allegation has been saved for your Subject.
No subjects have been saved for this case.
Required Fields are marked with a red asterisk [*].
NOTE: Case Summary is required for all cases. Provide case specifics, as provided in the complaint.
Case Summary *
DoDIG Action referral 124460. Complainant has issue with medical hold policy and has been working appeals to SECNAV.
2000 characters left.
Case Persons/Allegations *
Add Person/Allegation
NOTE: Required even if complainant is anonymous or there is no people identified. All allegations must be correctly formatted. Who, did What, in violation of What order, regulation, policy, and When.
Actions | Name | Role | Grade/Rank | Allegation Type | Allegation Sub Type | Finding
Edit Delete | Annette Hanke | Complainant | Maj | None | None | None
Case Notes
Add Note
NOTE: Case Notes are required for all cases. Provide timeline of actions completed for this case. Include dates you sent and received correspondence, Interviews, phone calls, etc.
Actions | Note Type | Date | Created By | Note
Edit Delete | Other | 11-09-2012 | Hanke, Annette | Rec'd a call from Major Hanke regarding his case and his status on Legal Hold. Submitted request mast with MARFORRES 10/325/2012 submitting pw to IGMC for rev.
Edit Delete | Investigators Log | 9-12-2012 | Hanke, Annette | Spoke with Mr. Dupree OJAG 703-614-7245 he expalined that at this point all issues with OJAG have been closed. It is now up to WWR(BIA) to take action according to the 17 Aug 2012 letter. The BIA has two options accept findings and take action or the

CMS Case Person



CMS Allegations





CMS Allegations

Single subject

Linked to a single alleged wrong

In violation of a clearly stated standard
When did the violation occur?

<u>Each</u> allegation must be framed separately

CMS Allegations

Allegations

Add Allegation

Actions	Allegation Type	Allegation Sub Type	Finding	Allegation
Edit Delete	Fraud	None	Substantiated	ALLEGATION #1: That Mr. Richard D. Smith committed fraud by distributing unreturned Transportation Incentive Program (TIP) media (vouchers) to Staff Sergeant Mark K. Smith, in violation of Title 18, USC section 1001 in February 2012.
Edit Delete	Fraud	None	Substantiated	ALLEGATION #2: That Mr. Richard D. Smith committed fraud by distributing unreturned Transportation Incentive Program (TIP) media (vouchers) to Sergeant Warren S. Smith, in violation of Title 18, USC section 1001 in February – March 2012.

Click the **Save** button to save your information and stay on the same page, click the **Save and Continue** button to save your information and return to previous page, or click the **Cancel** button to cancel any changes and return to previous page.

Save | Save and Continue | Cancel

CMS File Attachments

Use proper naming protocol

Investigations (all documents)

Case # Subject Last Name Type Document

0004545 Jones OC

Assistance Cases (all documents

Case # Complainant Last Name Type

PDF files only

10 MB

CMS File Attachments

In order to standardize CMS case documents, CIGs are instructed to use the following naming protocols.

Please click here for examples.

No File Uploaded. Waiting for upload, which must be no more than 10 MB.

Select a File Type

- Select a File Type
- Acknowledgement Ltr (ACK or ACK_END)
- Closing Ltr (END_OC, END_CMD, END_DODIG)
- Command Response [PI/ROI/HCR/MFR] (CMD_RES)
- CONGRINT Response (CONGRINT_RES)
- CONGRINT Tasking (CONGRINT_TL)
- Information Letter (IL)
- Investigation Tasking Letter (TL/INV)
- Notification Letter (NL)
- Original Complaint (OC)
- OTHER
- Referral Letter (RL)
- Request Mast (RM)
- Senior Official Investigation (SOI)
- Senior Official Preliminary Investigation (SOPI)
- Special Interest Letter (SPLINT)
- Substantive Emails (EM)
- Tasking Letter (TL)

Cancel

CMS Case Summary/Close

Case Summary/Close

Print Summary

You cannot Close your case until you fix the error(s) below. Please fix all the errors, return to the Case Summary/Close page and Close your case to complete the process. Once you fix all your errors, a **Close Case** button will display at the bottom of the page. **Cancel** button will return you to Home page.

Agencies

Directing:	IGMC	Primary Officer:	Hanke, Annette
Assigned:	IGMC	Primary Officer:	Hanke, Annette
Action:	IGMC	Primary Officer:	Hanke, Annette

Case Info

CMS Case Number:	9093
CMS Reference Numbers:	**There are no reference numbers for this case.**
Opened Date:	16 Jul 12
Due Date:	16 Aug 12
Closed Date:	**In order to Close a case, you need to un-check the Active checkbox, select 'Closed' for a Status and save a Closed Date.**

Details

CMS Rolodex

3d MARDIV

CG

Current CG/CO: Padilla, Frederick M.
Grade/Rank: BGen

Edit

CIG Office

Actions	Mailing Address	Physical Address	Org Email	Hotline Phone	DSN 1 Phone	Fax Phone	
Edit	3d Marine Division, Unit 35801, FPO, AP 96602-5801	Building: 4211 Room: 123 Base: Camp Courtney Okinawa	3divg7list@usmc.mil	011-81-611-722-7014	315-622-7698		http://

CIG Staff

Actions	CIG Name	Billet	Rank/Grade	Phone	E-mail
Edit	Farmer, Antonio	CIG Chief	GySgt	315-622-7014	antonio.farmer@usmc.mil
Edit	Gonzalez, Zachary A.	CIG Clerk	LCpl	315-622-9422	zachary.a.gonzalez@usmc.mil
Edit	Tomko, Todd S.	CIG	LtCol	315-622-9572	todd.tomko@usmc.mil

CMC Rolodex

Notify IGMC when staff member is no longer with CIG staff

Email - orgmb.igmc.hotline@usmc.mil

Who is gaining the opened cases?

Who is gaining the closed cases?

CMS Reports

Pre- defined Reports

- All closed cases
- All closed cases PO
- All open cases
- All open cases PO

CMS Search

Case ID:

Case ID will return the specific CMS Case.

Case Officer:

Last Name

Case Officer may be the CIG staff member that is assigned as either the Primary Case Officer or Secondary Case Officer within either the Directing, Assigned or Action Agency.

Case Type: Select a Case Type

Case Sub Type:

Case Ref Type: Select a Case Ref Type

Select CMS or the Agency that Case Reference Number refers to

External Action Required: Select an Action Required

For DoDIG Cases Only, select the type of referral case

External Number:

Enter the non-CMS case reference number

SEARCHING CASES BY OPEN OR CLOSED DATES (OR BOTH):

Open Date: 07 Mar 11 **From** 07 Mar 13 **To**

To find a case by the date it was OPENED, enter either the FROM date (in which case the TO date is today) or enter both the FROM and TO dates

To find a case that has either been OPENED or CLOSED during a certain period, in the OPEN Date FROM box, enter the beginning date and in the CLOSED Date TO box, enter the ending date of your search.

Closed Date: **From** **To**

To find a case by the date it was CLOSED, enter either the FROM date (in which case the TO date is today) or enter both the FROM and TO dates

To find a case that was OPENED and CLOSED during a certain period, in the OPEN Date FROM box, enter the beginning date and in the OPENED Date TO box, enter the ending date of your search of when the case was opened. Repeat these instructions for the CLOSED Date boxes.

Is Active: Both

Organization Name:

3d MARDIV

CMS Search

Columns (Data) to Display:

☑ Case ID	☐ Person Role	☐ Action	☑ Assigned Org	☑ Opened Date	☐ Destroyed Date	☐ Action Required
☑ Case Type	☐ Case Person	☐ Active	☐ Assigned PO	☐ Due Date	☐ External Ref Number	☐ Destruction Date
☐ Status	☐ Allegation Type	☑ Directing Org	☑ Action Org	☑ Closed Date	☐ Case Reference Type	☐ Suspense Date
☑ Case Sub Type	☐ Finding	☐ Directing PO	☐ Action PO			

CMS Search

Total of 23 Cases.

Export to Excel

Actions	Case ID	Case Type	Case Sub Type	Directing Org	Assigned Org	Action Org	Opened Date
		Select a Case Type					
Edit	6513	Assistance	Dependent/Quality of Life	3d MARDIV	3d MARDIV	3d MARDIV	12 Mar 11
Edit	8976	Assistance	Non-IG Related Cases	3d MARDIV	3d MARDIV	3d MARDIV	14 Apr 11
Edit	8943	Assistance	Misconduct	3d MARDIV	3d MARDIV	3d MARDIV	03 May 11
Edit	7305	Investigation	Misconduct	3d MARDIV	3d MARDIV	3d MARDIV	07 Nov 11
Edit	8008	Assistance	Request Mast	3d MARDIV	3d MARDIV	3d MARDIV	16 Nov 11
Edit	8090	Assistance	Misconduct	3d MARDIV	3d MARDIV	3d MARDIV	27 Jan 12
Edit	8091	Assistance	Misconduct	3d MARDIV	3d MARDIV	3d MARDIV	27 Jan 12
Edit	8266	Assistance	Fraud, Waste, Abuse or Mismanagement	IGMC	3d MARDIV	3d MARDIV	21 Feb 12
Edit	8315	Assistance	Misconduct	3d MARDIV	3d MARDIV	3d MARDIV	27 Feb 12
Edit	8419	Investigation	Misconduct	3d MARDIV	3d MARDIV	3d MARDIV	14 Mar 12
Edit	8695	Assistance	Request Mast	3d MARDIV	3d MARDIV	3d MARDIV	18 Apr 12
Edit	8779	Assistance	Non-IG Related Cases	3d MARDIV	3d MARDIV	3d MARDIV	21 May 12
Edit	8798	Investigation	Fraud, Waste, Abuse or Mismanagement	3d MARDIV	3d MARDIV	3d MARDIV	25 May 12
Edit	9088	Investigation	Non-IG Related Cases	3d MARDIV	3d MARDIV	3d MARDIV	26 Jul 12
Edit	9595	Assistance	Dependent/Quality of Life	3d MARDIV	3d MARDIV	3d MARDIV	16 Oct 12

CMS Future Changes

Version 1.4 pending testing

History Page

Delete capabilities

Email all capability

CMS

QUESTIONS?